

## The student experience of providing feedback: Do universities listen and act?

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# The student experience of providing feedback: Do universities listen and act?

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## The image features two word clouds, each shaped like a hand holding a globe. The left word cloud is titled 'Student' and includes terms such as 'Quality', 'Survey', 'Theme', 'Sect', 'Engage', 'Evaluate', 'Data', 'Collaborative', 'Response', 'Developed', 'Higher', 'Design', 'Experience', 'Applied', 'Teaching', 'Feedback', 'Improve', 'Assessment', 'System', 'Identified', 'Balance', 'University', 'Three', 'Teaching', 'Team', 'Australian', 'Study', 'Quality', 'Theme', 'Sect', 'Engage', 'Evaluate', 'Data', 'Collaborative', 'Response', 'Developed', 'Higher', 'Design', 'Experience', 'Applied', 'Teaching', 'Feedback', 'Improve', 'Assessment', 'System', 'Identified', 'Balance', 'University', 'Three', 'Teaching', 'Team'. The right word cloud is titled 'Learning' and includes terms such as 'Quality', 'Time', 'Review', 'System', 'Question', 'Final', 'Performance', 'University', 'Reliable', 'Number', 'Results', 'Overall', 'Staff', 'Whose', 'Accepted', 'Evidence', 'Improve', 'Questions', 'Learning', 'Such', 'Process', 'Feedback', 'Schemes', 'Teaching', 'Effective', 'Learning', 'Time', 'Review', 'System', 'Question', 'Final', 'Performance', 'University', 'Reliable', 'Number', 'Results', 'Overall', 'Staff', 'Whose', 'Accepted', 'Evidence', 'Improve', 'Questions', 'Learning'.



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# National Seed Research Project

funded by



**Australian Government**



Office for  
**Learning & Teaching**

# PROJECT team

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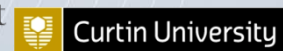
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WESTERN AUSTRALIA  
*Achieve International Excellence*



**Thank You**

*...to all the students, educators,  
evaluation personnel and educational  
leaders who shared their strategies  
and success stories*



# Student Evaluation **MATTERS!**

“

*Student involvement in quality processes should start from the idea of building learning communities. Practically speaking, this involves shaping student expectations of their role as responsible partners who are able to take ownership of quality enhancement with staff and engage with them in dialogue about improving assessment, curriculum and teaching.*

”

- Paul Ramsden

# The QUESTIONS?

01

How can we measure student engagement and learning success using student evaluation processes?



02

How can students contribute to on-going improvement in university learning and teaching?



# • WHAT IS • STUDENT EVALUATION?

“

To measure differences in the quality of teaching, namely those aspects of teaching in which students have direct experience and therefore validity to comment.

”

- Taylor & Taylor (2003)

# PROJECT overview



The aims of this project are to describe and disseminate Australian case studies of effective systems, approaches and strategies used to measure and improve student course engagement and learning success through the use of online student evaluation systems. Six universities have developed innovations. This project aims to disseminate these and additional strategies to the sector.

# System Highlights

for



**BOND  
UNIVERSITY**  
BRINGING AMBITION TO LIFE

## Pop-up Feature

Implemented an online pop-up feature that integrates with the learning management system to achieve response rates over 90%

## Usability

Created a user-friendly system, making it easy for students to enter comments and advertise the importance of the comments

## Text Analysis

Implemented a text-analysis feature to identify key themes within the comments, which would enable targeted responses and resulting actions to the identified issues

## Survey Design

Ensured that the wording of the questions derived the responses that achieve the goals motivating the evaluation (i.e. if the purpose of the evaluation is to improve learning, then asking the students what changes would help them learn, was important)



# System Highlights

for



## Efficiency

Reduced administrative workload associated with setting up evaluations. Wide spread coverage of all units taught through a standardized and centralized system with efficient reporting mechanisms

## Incentives

Increased student engagement and commitment by way of releasing grades early as an incentive for students that complete their evaluations

## Collaboration

Working with students to provide constructive/professional comments by connecting with them through email and newsletters from the DVC

## Survey Design

Ensure that the wording of the questions will derive responses that will achieve the goals motivating the evaluation (i.e. if the purpose of the evaluation is to improve learning, then ask the students what changes would help them learn)



# System Highlights

for



## Usability

Simple, intuitive evaluation system which students can access directly through the “Have Your Say” button within their LMS dashboard

## Efficiency

Centralized online system which requires very minimal resources/work in setting up evaluations and analysing and generating reports

## Accessibility

Using an online system has enabled greater reach/coverage of students in remote areas or studying via correspondence

## Reporting

“Traffic light” reports provide a summary/overview of high and low performing subjects within the dashboard, leading to better informed decisions





# System Highlights

for



Charles Sturt  
University

## Accessibility

Simple, easy access evaluations which students can complete via a mobile app

## Survey Design

Administration of two separate surveys according to the type of course a student is undertaking, which has provided greater insight into how the courses are working

## System Integration

Integration of evaluation data with other university databases to get more holistic and powerful reporting features

## Alignment

Ensured there is greater alignment of questions with the curriculum and they reflect what students value about their learning experience



# System Highlights

for



Curtin University

## System Integration

Seamless integration with multiple databases to enable thorough interrogation and triangulation of data as they relate to outcomes

## Reporting

Data is used as a quality improvement mechanism for the teacher, unit and course to inform areas of practice within Teaching and Learning

## Construct

Survey questions are tied closely to student engagement and the student experience

## Alignment

Data is utilized extensively throughout the course review and development processes which is used to inform course level decisions



# System Highlights

for



THE UNIVERSITY OF  
WESTERN AUSTRALIA

*Achieve International Excellence*

## Student Voice

Ability to provide students with a voice to discuss their concerns and positive experiences

## Administration

Multiple evaluation instruments allow for targeted, meaningful responses/results



# System Highlights

for



## Efficiency

Ability to easily setup and moderate different timings for various subjects as needed

## Reporting

Well embedded system processes which integrates with the learning management system for easy access and more comprehensive data interrogation

## System Integration

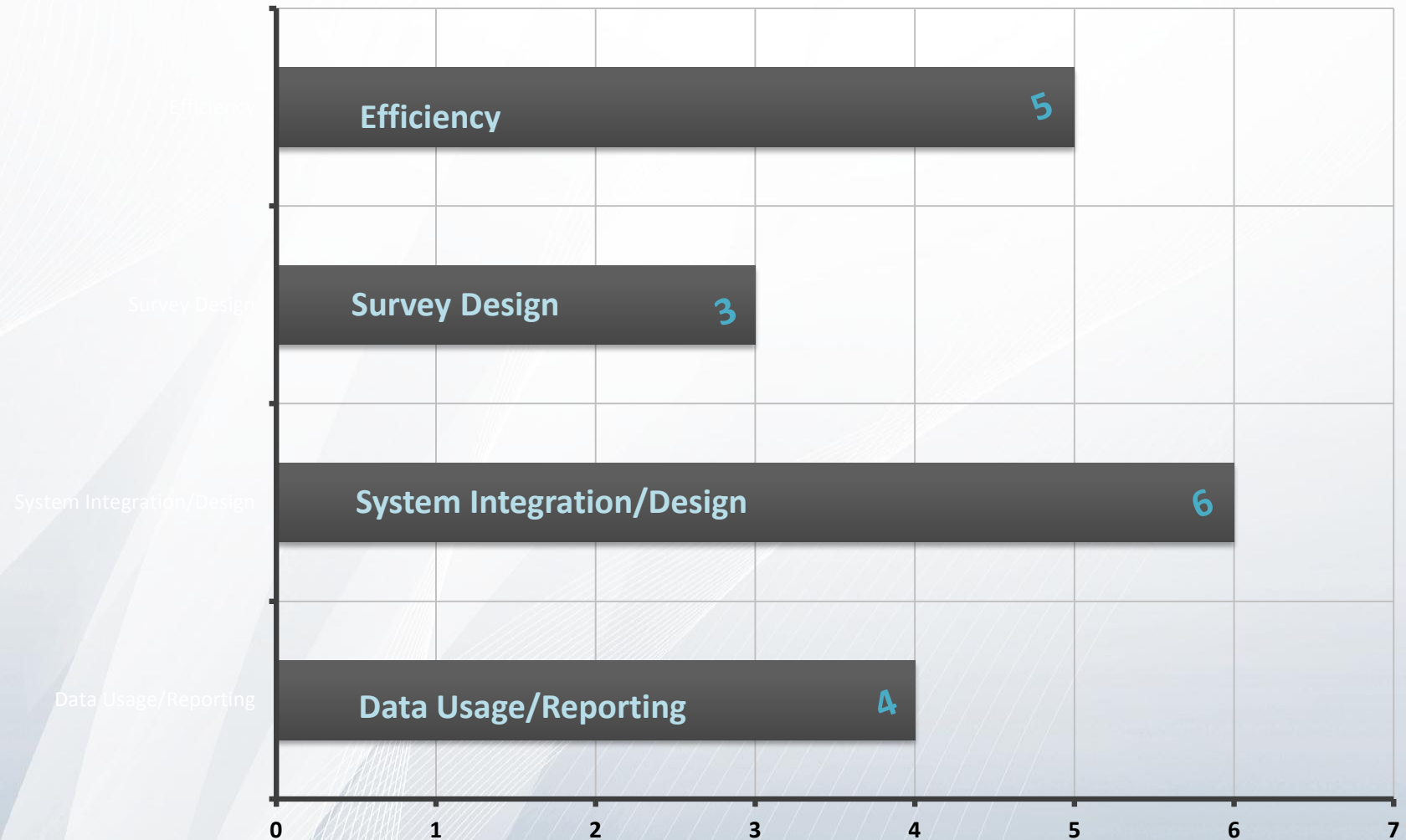
Ability to track and cleanse data that may be offensive/unconstructive





# The Overall

## RESULT





# Closing the

# LOOP

*Do you see evidence that your university applies the feedback students provide to making improvements?*

**YES**



**Currently  
Implementing**



## Common Strategies/Practices:

### In-class Communication

- Verbal report to class
- Written report to class
- Student Representative report

### Electronic Communication

- Targeted email
- Subject/Unit Outline
- LMS/Subject Site
- Student Portal





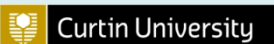


### Print

- Posters/flyers



# SHARING RESULTS with

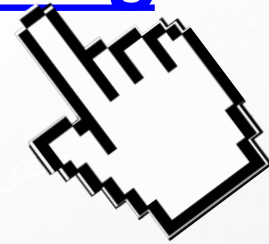
## STUDENTS

Institute	Reports SECT outcomes to students	Where are outcomes published
 AUSTRALIAN CATHOLIC UNIVERSITY	YES - Limited	Unit Outlines
 BOND UNIVERSITY BRINGING AMBITION TO LIFE	YES – Only Quantitative Data	Student Portal, Library Reserve
 CQ university AUSTRALIA	YES – Only Units	Student Portal, Course Profile/Outlines
 Charles Sturt University	YES – Only Subjects	Subject Outlines
 Curtin University	YES – Only Units	Online, Unit Outlines
 UTAS	YES – Only Quantitative Data	Online, Unit Reports
 THE UNIVERSITY OF WESTERN AUSTRALIA <i>Achieve International Excellence</i>	YES - Only Units, Limited	Online, Unit Outlines



# Contacts

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